

## Exhibit C



Duke Energy  
ST 302-06 | 400 South Tryon Street  
Charlotte, NC 28202

<Current Date>

**IMPORTANT: ACTION REQUIRED**

Please call us at 800.777.9898  
by <Future Date>

<Customer Name>

<Address>

<City, State Zip>

Dear <Customer Name>,

We are working hard to upgrade and improve the power grid and systems to better serve all our customers. You previously shared your concerns about having a smart meter installed on your premise by Duke Energy and were either temporarily bypassed or requested further communication once another option was available.

The Public Service Commission of South Carolina has approved a new program, the Manually Read Meter (MRM) rider, to allow customers to obtain electric service through a manually read meter. Duke Energy has implemented the necessary changes to its billing system and processes to offer and manage this program.

Customers requesting to enroll in the MRM program are required to pay a one-time setup fee of \$150 per account. This fee is associated with the costs of enrollment in the program, installing the manually read meter, establishing manual meter reading routes and updating the billing systems to track customers with manually read meters. Participating customers are also billed a monthly fee of \$11.75 per account for costs associated with manually reading the meter. Additionally, customers participating in the MRM program will not be able to take part in any current or future product or service offerings enabled by smart meters. Please see the enclosed MRM rider for program eligibility and conditions.

If you choose to opt out of having a smart meter installed, or if you already have a smart meter and wish to have it removed, you must enroll in the Manually Read Meter program. To enroll, you'll need to call our Customer Care Center at 800.777.9898 within the next 30 days or by <Future Date> to ensure that a manually read meter is set at your location. If you take no action, and you do not already have a smart meter installed, a technician will come to your location to install a smart meter.

Please call the AMI Help Line at 704.382.5009 if you would like to request an appointment for the meter exchange or have questions. You can learn more about smart meters on our website at [duke-energy.com/SmartMeter](http://duke-energy.com/SmartMeter).

Thank you for your assistance.

Duke Energy Carolinas AMI Support Team

Enclosure: Rider MRM (SC)